

Exhibit 10

MARTS IVR SYSTEM CALLS BACK TO BACK
WITH SAME TRIPS PLAINTIFF KEEPS
DECLINING



paul jones <ccrdcorp@gmail.com>

CCRD INC

3 messages

paul jones <ccrdcorp@gmail.com>
To: "Shumovskaya, Tamara" <tamara.shumovskaya@mrt.us>

Tue, Sep 4, 2018 at 11:14 AM

Good afternoon Tamara, I am writing you to inform you that MARTS IVR system (automatic telephone dialing system), keeps calling CCRD INC offering us the exact same trips back to back with previous trips we denied within minutes.

This has been going on for the last 60 days, It is very very time consuming to keep getting the same denied calls over & over.

I am writing to ask you if there is any way you can adjust the AVR system not to keep offering us the same trips that we denied in the previous call from MART.

It is very painstaking to keep receiving the same offered trips, also today the IVR system is only offering one trip at a time this too is painstaking, please assist us in our effort to streamline receiving calls so we can make a cost-effective schedule as Mart offers us work on a daily bases Thank you.

Paul Jones / Director
Commonwealth Community
Recovery Division Inc.
79 Thompson Street
Springfield, Ma 01109
Cell: 617-939-5417
Toll Free: 888-680-4667
Fax: 888-726-8386

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Moyo, Michelle <Michelle.Moyo@mrt.us>
To: "ccrdcorp@gmail.com" <ccrdcorp@gmail.com>
Cc: DMAScheduling <DMAScheduling@mrt.us>, DMAContracts <DMAContracts@mrt.us>, "Dunn, David" <David.Dunn@mrt.us>, "Lucier, David" <David.Lucier@mrt.us>, "Badgley, Rebecca" <rebecca.badgley@mrt.us>, "Rivera, Fatima" <Fatima.Rivera@mrt.us>

Tue, Sep 4, 2018 at 1:18 PM

Good afternoon,

If there are no other trips available to offer you, unfortunately the IVR will keep calling you with the same trips. If you mark your capacity as full, the IVR will not offer you the same trip(s) that you had previously declined. Please let us know if this continues. Thank you.

Michelle Moyo

From: paul jones [mailto:ccrdcorp@gmail.com]

Sent: Tuesday, September 04, 2018 12:14 PM

To: Shumovskaya, Tamara

Subject: CCRD INC

Good afternoon Tamara, I am writing you to inform you that MARTS IVR system (automatic telephone dialing system), keeps calling CCRD INC offering us the exact same trips back to back with previous trips we denied within minutes.

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